UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF VIRGINIA
NORFOLK DIVISION

JTH TAX, INC. d/b/a LIBERTY TAX SERVICE,

Plaintiff,

Civil No. 2:07cv170

v.

KENYA WHITAKER AND EASY SOFTWARE SOLUTIONS, LLC.,

Defendants.

Declaration of Nathalie Sauvaire

Pursuant to 28 U.S.C. § 1746, I, Nathalie Sauvaire, declare under penalty of perjury that the following statements are true and correct:

1. I am over the age of eighteen (18) years and am fully competent to testify to the matter stated in this declaration. This declaration is based upon my personal knowledge, Liberty's corporate and business records, and information available form Liberty's employees and agents.

2. I am employed by JTH Tax, Inc. as the Director of Tax Development and have held this position since May 2006. Prior to this position, I served as Liberty's Director of Project Management from July 2000 through May 2006 and Liberty's Technology Assistant from July 1999 through July 2000.

3. Liberty provides its franchisees, such as Kenya Whitaker, tax software called Libtax.

4. This software is developed, maintained and supported in Liberty's Virginia Beach, Virginia headquarters.

Dockets.Justia.com

5. In fact, all technological support for Libtax is offered through Liberty's Virginia, Beach headquarters.

6. Libtax is a relatively new software used by Liberty. In 2006, Liberty launched the use of Libtax in a few tax preparation offices and in 2007 Liberty launched the use of Libtax in over 500 tax preparation offices.

7. Although all tax preparation software has areas that can be improved and at times has technical issues which need to be addressed, overall Libtax was an improvement over Liberty's former software called Taxwise, which we purchased from Universal Tax Systems ("UTS"), an out of state outside vendor.

8. This is because when a franchisee discovers a bug or technical problem with Taxwise, we must submit the problem to UTS, an outside vendor not under out control. It is common to wait up to two weeks for UTS to correct bugs or technical errors. But since our Libtax programmers are in-house in Virginia Beach, under our control, Franchisees using Libtax will usually have any bugs corrected in less than two days. Then, Liberty releases an updated version of the software.

9. Moreover, most Libtax technical issues discovered early in the tax season were resolved almost immediately after discovery of the issue.

10. Attached hereto are the fifteen incidents which Whitaker reported to Liberty throughout December 2006 through 2007. Only one of these issues directly related to technological issues with Libtax. The other issues included Whitaker's request for tax customer information from 2005 and also Whitaker's request for assistance in installing software updates. These incidents were resolved. The following lists each of Whitaker's incidents (which are attached hereto as Exhibits 1 through 15) and explains what issues Whitaker was requesting assistance with.

- Exhibit 1: Incident reported on December 7, 2006 at 11:56 a.m. (prior to the commencement of tax season). Whitaker requested assistance with software installation. Assistance was rendered this same day at 2:25 p.m. and the incident was marked resolved.
- Exhibit 2: Incident reported on December 28, 2006 at 12:47 p.m. (prior to the commencement of tax season) reporting difficulty in reviewing client data on Liberty's franchisee website which is titled Zeenet. This was not a software issue. Moreover, this issue was resolved by 2:33 p.m.
- Exhibit 3: Incident reported on December 30, 2006 (prior to the commencement of tax season). Whitaker requested a tax customer's information from the prior year. This was not a software issue. Whitaker was provided with this information at 4:25 p.m. of the same date she requested the information.
- Exhibit 4: Whitaker again requested tax customer information on January 2, 2007 at 3:26 p.m. Liberty responded at 3:52 p.m. and provided Whitaker with the requested information. This was not a software issue.
- Exhibit 5: Whitaker submitted another request for tax customer information from the 2005 year on January 3, 2007 at 10:00 a.m. The return was provided three minutes after the request at 10:03 a.m. This was not a software issue.
- Exhibit 6: Whitaker submitted an additional request for tax customer information from the 2005 year on January 4, 2007 at 4:56 p.m. Liberty responded minutes later at 5:07 p.m. This request was also resolved. This was not a software issue.

- Exhibit 7: Whitaker requested assistance on where to input the excise tax credit on January 8, 2007 at 6:08 p.m. Liberty responded to Whitaker and assisted her with her question at 6:15 p.m. This was not a software issue.
- Exhibit 8: Whitaker requested assistance in installing a Libtax software update on January 8, 2007 at 6:52 p.m. A member of the Liberty staff walked Whitaker through the installation process and the issue was resolved by 7:28 p.m. on this same date.
- Exhibit 9: Whitaker reported difficulty transmitting a Pay Stub Loan on January 9, 2007 at 6:02 p.m. On this same date at 6:47 p.m. Liberty assisted Whitaker with retransmitting the loan and the issue was marked resolved.
- Exhibit 10: Whitaker again reported difficulty transmitting a Pay Stub Loan on January 9, 2007 at 4:04 p.m. This was likely the same issue previously reported as Exhibit 9 (above) and likely dealt with the same customer. Liberty responded at 8:25 p.m. on this same date.
- Exhibit 11: Whitaker requested assistance in checking the status of a Pay Stub loan on January 9, 2007 at 4:55 p.m. Rufe Vanderpool, Liberty's Vice President of Operations, personally responded to Whitaker's request for assistance at 7:07 p.m. of this same date.
- Exhibit 12: Whitaker requested assistance because the bank rejected a Pay Stub Loan customer's application on January 10, 2007 at 9:40 p.m. Liberty responded with the reason on January 11, 2007 at 8:27 a.m.
- Exhibit 13: Whitaker reported difficulty in retrieving a tax return on January 13, 2007 at 1:44 p.m. This issue was resolved by Liberty on this same date by 7:31 p.m.

- Exhibit 14: Whitaker did not know how to change her password on Liberty's franchisee website titled Zeenet and requested help on January 15, 2007 at 6:51 p.m. Liberty provided instructions nine minutes after Whitaker submitted her request for assistance.
- Exhibit 15: Whitaker requested the 2005 federal tax return information for another customer on February 1, 2007 at 1:20 p.m. Liberty provided this information thirteen minutes later. This was not a software issue.

11. Review of the attached exhibits shows that Whitaker reported only one issue with Libtax software and this issue was quickly resolved.

12. In 2007, Whitaker only submitted ten Pay Stub loans with only one such loan successfully approved by the bank. Moreover, Whitaker processed **no** tax returns through Liberty's system.

13. I live in and work in the Virginia Beach, Virginia area and have a two month old baby for whom I am the primary care giver while my husband is out of the country with the military. Travel to Texas for a trial would be extremely inconvenient to me.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on this 18th day of May 2007.

Nathalie Sauvaire

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Kenya Whitaker

Callback: ☑

Phone/Alt Phone: (972) 248-7300 (972) 492-2552

Date/Time: 12/7/2006 11:54 AM

State/Province: TX

Issue Type

Type: Franchisee Support

Country: US

Category: Technical Assistance

Product: Libtax (Tech)

Sub Product (optional): Installation

Summary: ploblem with libtax software installation

Comments

For issues concerning LibTax, please specify exactly which errors you are receiving (if any) and at which point the error occurs (during installation, when transmitting, etc.), including screenshots if possible. Include whether your office is running in a standalone or network environment, at which computer you are experiencing the issue (Processor, Tax Prep) and what version of LibTax you are using. You can view your version of LibTax by going to Help > About LibTax.

Mary Sorrell writes... @ 12/7/2006 11:56 AM

problem with libtax software installation

Ryan Wimbrough secretly writes... @ 12/7/2006 12:53 PM

the libtax during the office configuration is not connecting to the zeenet server. the zee puts in the office ID and the Its password correctly, and the firewall and antivirus have been disabled. Interent is high speed, and she can connect to the internet as well as zeenet fine. ANy other options???

Ryan Wimbrough writes... @ 12/7/2006 2:25 PM

Thank you for your question. Please review the answer(s) listed below.

Please update the incident when you get back to the office. Thanks!

This incident has been placed in the "Waiting on Customer" status. After 2 hours if the incident has not been updated the status will automatically change to Closed. Please reactivate this incident if the problem continues.

Beau Lee writes... @ 12/28/2006 3:19 PM

Closing now due to high incident volume. Please reopen if necessary.

EXHIBIT 1
Blumberg No. 5208

Department:	Technical Support (US)	Status:	Closed
Person:	Beau Lee	Priority:	Normal

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Kenya Whitaker

Callback: ☑

Phone/Alt Phone: (972) 248-7300 (972) 492-2552

Date/Time: 12/28/2006 12:46 PM

State/Province: TX

Issue Type

Type: Franchisee Support

Country: US

Category: Technical Assistance

Product: ZeeNet

Sub Product (optional): Unspecified- default

Summary: Error system data execution denied

Comments

ZeeNet issues include, mainly, web based errors. If you are receiving any web-based errors (Page cannot display, continuous loading, etc.) please provide us with the status of pop-up blockers (Internet Explorer>Tools>Pop-Up Blocker on/off), firewall options (Start>Control Panel>Windows Firewall>on/off), and Anti-Virus information (what type: MacAfee, Symantec/Norton, Computer Associates/E-Trust).

Lisa Hedeen writes... @ 12/28/2006 12:47 PM

Error system data execution denied
Trying to look at client info on Zeenet.

James Elder writes... @ 12/28/2006 2:33 PM

Zee was actually trying to access info from CMS when she got the above error message - had her try it again and this time she did not get error this time. Closing.

Issue Routing

Department: Technical Support (US) Status: Closed

Person: James Elder Priority: Normal

EXHIBIT 2

Blumberg No. 5208

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Kenya Whitaker

Callback: ☑

Phone/Alt Phone: (972) 248-7300 (972) 492-2552

Date/Time:

State/Province: TX

Issue Type

Type: Franchisee Support

Country: US

Category: Technical Assistance

Product: TaxWise 2005

Sub Product (optional): Unspecified- default

Summary: need 2005 return for ss# 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 anthony mitchell

Comments

TaxWise issues can include printing, e-filing, incorrect SSN, and a variety of errors. For faster service, please provide us, if possible, with screen-shots, complete error messages (including numbers), configuration details (network or stand-alone), and bank association.

Dana Wilson writes... @ 12/30/2006 12:58 PM

need 2005 return for ss# 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 anthony mitchell

Sheila Tandoc secretly writes... @ 12/30/2006 4:16 PM

Searching return database right now.

Sheila Tandoc writes... @ 12/30/2006 4:25 PM

Return is attached to this incident.

Issue Routing

Department: Tier 2 Technical Support (US)

Status: Closed

Person: Sheila Tandoc

Priority: Normal

EXHIBIT 3
Blumberg No. 5208

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Kenya Whitaker

Callback: ☑

Phone/Alt Phone: (972) 248-7300 (972) 492-2552

Date/Time:

State/Province: TX

Issue Type

Type: Franchisee Support

Country: US

Category: Tax Help

Product: Federal Tax

Sub Product (optional): Unspecified- default

Summary: Shanika S Moore SSN 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

Comments

When creating a new issue, be sure to include as much information about your issue as possible. For example, including information to identify your customer or the exact error message, when applicable, along with a detailed description of the issue will contribute to a speedy resolution.
Additionally, attaching a screenshot can be extremely beneficial in diagnosing technical issues and resolving application or report discrepancies.

Its 11091 writes... @ 1/2/2007 3:26 PM

I need Shanika S Moore SSN# 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 2005 Federal Income Tax Return to be transferred to our office.

April Allen writes... @ 1/2/2007 3:52 PM

Be sure you have a signed statement from her (attached) allowing you to access her return from another office. Thanks.

Issue Routing

Department: Tax Support (US) Status: Closed

Person: April Allen Priority: Normal

EXHIBIT 4
Blumberg No. 5208

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Kenya Whitaker

Callback: ☑

Phone/Alt Phone: (972) 248-7308 (972) 492-2552

Date/Time: 1/3/2007 9:59 AM

State/Province: TX

Issue Type

Type: Franchisee Support

Country: US

Category: Technical Assistance

Product: Tax Return Request

Sub Product (optional): Unspecified- default

Summary: Needs 2005 return.

Comments

When requesting a tax return, please include the Tax Year; SSN; SSN of spouse (if applicable), Office Number or City/ST where the return was prepared (if known), and indicate that the Tax Return Release Authorization form has been signed by the Primary and Secondary taxpayer (if applicable) in the comments section below.

Lisa Hedeen writes... @ 1/3/2007 10:00 AM

Needs 2005 return.
ss# 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, Benjamin Equival

Larry Johnson writes... @ 1/3/2007 10:03 AM

Attached is the return file. Ensure you get a release form signed and verify ID before releasing the return.
NOTE: Do not save or view the return in the ADMIN User. Please click on the attachment and save it to the corresponding folder:
TaxWise 2005: C:\UTS05\users\(select user to save the return file to)
TaxWise 2004: C:\UTS04\users\(select user to save the return file to)
TaxWise 2003: C:\UTS03\users\(select user to save the return file to)
TaxWise 2002: C:\UTS02\users\(select user to save the return file to)
TaxWise 2001: C:\UTS01\users\(select user to save the return file to)
TaxWise 2000: C:\UTS00\users\(select user to save the return file to)

Please ensure that you receive and complete and "Tax Return Transfer Authorization 10-05 "from the client before opening this return. The form is located on ZeeNet > Operations > Operations Forms Library > Front Office Forms

Issue Routing

Department: Technical Support (US) Status: Closed

Person: Larry Johnson Priority: Normal

EXHIBIT 5
Blumberg No. 5208

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Kenya Whitaker

Callback:

Issue Type

Type: Franchisee Support

Country: US

Category: Tax Help

Product: Tax Return Request

Sub Product (optional): Unspecified- default

Summary: Request for 2005 Return from Oklahoma

Comments

When requesting a tax return, please include the Tax Year; SSN; SSN of spouse (if applicable), Office Number or City/ST where the return was prepared (if known), and indicate that the Tax Return Release Authorization form has been signed by the Primary and Secondary taxpayer (if applicable) in the comments section below.

Its 11091 writes... @ 1/4/2007 4:56 PM

Taxpayer name is Gary Campbell; social security number 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. He moved to Texas from Oklahoma and requested we receive his information for an amendment to be done.

Craig Harris writes... @ 1/4/2007 5:07 PM

Just to be clear, you have a signed release to receive his information. Search for return

Issue Routing

Department: Tax Support (US) Status: Waiting On Customer

Person: Craig Harris Priority: Normal

Blumberg No. 5208 EXHIBIT 6

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Kenya Whitaker

Callback: ☑

Phone/Alt Phone: (972) 248-7300 (972) 492-2552

Date/Time:

State/Province: TX

Issue Type

Type: Franchisee Support

Country: US

Category: Tax Help

Product: Federal Tax

Sub Product (optional): How do I. . ?

Summary: excise tax credit

Comments

When creating a new issue, be sure to include as much information about your issue as possible. For example, including information to identify your customer or the exact error message, when applicable, along with a detailed description of the issue will contribute to a speedy resolution.
Additionally, attaching a screenshot can be extremely beneficial in diagnosing technical issues and resolving application or report discrepancies.

Alexa King writes... @ 1/8/2007 6:08 PM

in regards to where to input the excise tax credit.
she knows how to do it but she doesnt see where its at in taxwise without overriding it

Sandy Keiper writes... @ 1/8/2007 6:15 PM

On the main info sheet there is a place to mark yes or no if they qualify for this tax, marked yes it should automaticly give them the credit based on the # of exemptions. Update if this doesn't help.

Issue Routing

Department: Tax Support (US)
Status: Closed

Person: Sandy Keiper
Priority: Normal

EXHIBIT 7
Blumberg No. 5208

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Kenya Whitaker

Callback: ☑

Phone/Alt Phone: (972) 248-7300 (972) 492-2552

Date/Time:

State/Province: TX

Issue Type

Type: Franchisee Support

Country: US

Category: Tax Help

Product: Libtax (Tax)

Sub Product (optional): Unspecified- default

Summary: libtax 2006

Comments

Alexa King writes... @ 1/8/2007 6:52 PM

she put in an incident in earlier

in support central it said her last call was closed but they just updated her record.

where to input the excise tax credit in libtax

Craig Harris writes... @ 1/8/2007 7:07 PM

Needs help in updating Libtax.Excise question answered.

Craig Harris secretly writes... @ 1/8/2007 7:07 PM

She is on release 143 so I think she is about 2 releases behind.

Chrystal Meyer writes... @ 1/8/2007 7:28 PM

called zee and she needs to update. I had her click transmit but she is a user that doesnt have the premission. so we switched to her user id and she was able to do the update.

Chrystal Meyer secretly writes... @ 1/8/2007 7:28 PM

called zee and she needs to update. I had her click transmit but she is a user that doesnt have the premission. so we switched to her user id and she was able to do the update. She is going to update the incident if she has any more issues.

Issue Routing

Department: Technical Support (US)

Person: Chrystal Meyer

Status: Closed - Pending

Priority: High

EXHIBIT 8

Blumberg No. 5208

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Kenya Whitaker

Callback:

Phone/Alt Phone: (972) 248-7300 (972) 492-2552

Date/Time:

State/Province: TX

Issue Type

Type: Franchisee Support

Country: US

Category: Technical Assistance

Product: Libtax (Tech)

Sub Product (optional): Transmitting

Summary: libtax

Comments

For issues concerning LibTax, please specify exactly which errors you are receiving (if any) and at which point the error occurs (during installation, when transmitting, etc.), including screenshots if possible. Include whether your office is running in a standalone or network environment, at which computer you are experiencing the issue (Processor, Tax Prep) and what version of LibTax you are using. You can view your version of LibTax by going to Help > About LibTax.

Alexa King writes... @ 1/9/2007 6:02 PM

problems transmitting a paystub loan using libtax, it shows that its transmitted, but when she goes into libtax it doesnt show a date that it was transmitted and in zeenet it shows that it was never transmitted

Stephen Stetar writes... @ 1/9/2007 6:47 PM

retransmitted by putting the return back in progress, then reopening it and marking it complete.

Issue Routing

Department: Technical Support (US) Status: Closed - Pending

Person: Stephen Stetar Priority: Critical

EXHIBIT 9

Blumberg No. 5208

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Kenya Whitaker

Callback: ☑

Phone/Alt Phone: (214) 797-1169 (972) 492-2552

Date/Time: 1/9/2007 4:02 PM

State/Province: TX

Issue Type

Type: Franchisee Support

Country: US

Category: Technical Assistance

Product: Libtax (Tech)

Sub Product (optional): Transmitting

Summary: Problem transmitting pay stub loan. Using Libtax.

Comments

For issues concerning LibTax, please specify exactly which errors you are receiving (if any) and at which point the error occurs (during installation, when transmitting, etc.), including screenshots if possible. Include whether your office is running in a standalone or network environment, at which computer you are experiencing the issue (Processor, Tax Prep) and what version of LibTax you are using. You can view your version of LibTax by going to Help > About LibTax.

Patricia Hedeen writes... @ 1/9/2007 4:04 PM

Problem transmitting pay stub loan. Using Libtax. Says that it is transmitting, happened about 40 minutes ago. When she goes to check the customer can not be found.

Brian Bernal writes... @ 1/9/2007 8:25 PM

The customer will not be found in Libtax once transmitted. Make sure you open Online Check Printing and log in with the Processing username. In there you will see the customer and you will see if they were accepted or declined.

If the above information does not completely answer your question, add a comment and your incident will be reactivated.

Issue Routing

Department: Technical Support (US) Status: Closed

Person: Brian Bernal Priority: Normal

EXHIBIT 10
Blumberg No. 5208

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Teressa

Callback: ☑

Phone/Alt Phone: (972) 492-2552 (972) 492-2552

Date/Time: 1/9/2007 4:53 PM

State/Province: TX

Issue Type

Type: Franchisee Support

Country: US

Category: Technical Assistance

Product: Libtax (Tech)

Sub Product (optional): Transmitting

Summary: Needs help checking the status of a loan. Using Libtax.

Comments

For issues concerning LibTax, please specify exactly which errors you are receiving (if any) and at which point the error occurs (during installation, when transmitting, etc.), including screenshots if possible. Include whether your office is running in a standalone or network environment, at which computer you are experiencing the issue (Processor, Tax Prep) and what version of LibTax you are using. You can view your version of LibTax by going to Help > About LibTax.

Patricia Hedeen writes... @ 1/9/2007 4:55 PM

Needs help checking the status of a loan. Using Libtax.

Rufe Vanderpool writes... @ 1/10/2007 7:07 PM

The information on checking the status is available on ZeeNet:
https://www.libertytax.net/Lists/Announcements%20%20Standard%20Web%20Part/DispFo
rm.aspx?ID=272&Source=https%3A%2F%2Fwww%2Elibertytax%2Enet%2Fdefault%2Easpx

(the announcement on 3 ways to check the status of your loan)

Issue Routing

Department: Area Developers (US) Status: Closed

Person: Rufe Vanderpool Priority: Normal

EXHIBIT 11

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Kenya Whitaker

Callback: ☑

Phone/Alt Phone: (972) 248-7300 (972) 492-2552

Date/Time:

State/Province: TX

Issue Type

Type: Franchisee Support

Country: US

Category: Technical Assistance

Product: Libtax (Tech)

Sub Product (optional): Unspecified- default

Summary: libtax bank reject code 01979

Comments

For issues concerning LibTax, please specify exactly which errors you are receiving (if any) and at which point the error occurs (during installation, when transmitting, etc.), including screenshots if possible. Include whether your office is running in a standalone or network environment, at which computer you are experiencing the issue (Processor, Tax Prep) and what version of LibTax you are using. You can view your version of LibTax by going to Help > About LibTax.

Aleta Cason writes... @ 1/10/2007 9:40 PM

libtax bank reject code 01979

Michael Griffin writes... @ 1/10/2007 9:43 PM

More than likely client got rejected because it was already accepted somewhere else. Sending to bank for verfication.

Mike Piper writes... @ 1/11/2007 8:37 AM

That is correct - SSN already in SBBT's system as an approved loan

Issue Routing

Department: Bank Support

Status: Closed

Person: Mike Piper

Priority: Normal

EXHIBIT 12

Blumberg No. 5208

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Kenya Whitaker

Callback: ☑

Phone/Alt Phone: (972) 248-7300 (972) 492-2552

Date/Time: 1/13/2007 1:59 PM

State/Province: TX

Issue Type

Type: Franchisee Support

Country: US

Category: Technical Assistance

Product: Libtax (Tech)

Sub Product (optional): E-Filing

Summary: Open up a return gets error message "unknown error occured loadint he return"

Comments

For issues concerning LibTax, please specify exactly which errors you are receiving (if any) and at which point the error occurs (during installation, when transmitting, etc.), including screenshots if possible. Include whether your office is running in a standalone or network environment, at which computer you are experiencing the issue (Processor, Tax Prep) and what version of LibTax you are using. You can view your version of LibTax by going to Help > About LibTax.

Omeca Kelly writes... @ 1/13/2007 1:44 PM

When Opening up a return she inputs the SSN and gets error message "unknown error occured loading the return".

This is the only return that is getting this prompt.

Alicia M Hall
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
returned was filed 01/13/06

Thomasine Carr secretly writes... @ 1/13/2007 7:18 PM

Not in the office.

Thomasine Carr writes... @ 1/13/2007 7:31 PM

Left message to try steps listed below:

Hi Kenya,

Goto Tools> Utilities>Restore a Return (return you are receiving the error message)>start restore, open return. If you still cannot open return, you will have to delete then rekey it.

Thank you

Thomasine Carr secretly writes... @ 1/13/2007 7:31 PM

EXHIBIT 13

Blumberg No. 5208

Left message

Issue Routing

Department:	Technical Support (US)	Status:	Closed - Pending
Person:	Thomasine Carr	Priority:	Normal

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Kenya Whitaker

Callback: ☑

Phone/Alt Phone: (972) 248-7300 (972) 492-2552

Date/Time:

State/Province: TX

Issue Type

Type: Franchisee Support

Country: US

Category: Technical Assistance

Product: ZeeNet

Sub Product (optional): Unspecified - default

Summary: Change zeenet passwords

Comments

ZeeNet issues include, mainly, web based errors. If you are receiving any web-based errors (Page cannot display, continuous loading, etc.) please provide us with the status of pop-up blockers (Internet Explorer>Tools>Pop-Up Blocker on/off), firewall options (Start>Control Panel>Windows Firewall>on/off), and Anti-Virus information (what type: MacAfee, Symantec/Norton, Computer Associates/E-Trust).

Its 11091 writes... @ 1/15/2007 6:51 PM

I need to know how to change our passwords for zeenet. There is a former employee accessing our information without our permission.

Sheila Tandoc writes... @ 1/15/2007 7:00 PM

I have reset all of your office passwords and emailed them to byron@efsllc.com; kenya@efsllc.com.

Issue Routing

Department: Tier 2 Technical Support (US)

Status: Closed

Person: Sheila Tandoc

Priority: Normal

EXHIBIT 14

Blumberg No. 5208

Incident Details

Contact Details

Office/Entity ID: 11091

First/Last Name: Kenya Whitaker

Callback: ☐

Issue Type

Type: Franchisee Support

Country: US

Category: Tax Help

Product: Federal Tax

Sub Product (optional): Unspecified- default

Summary: Jose Miralrio - 2005 SSN: 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

Comments

When creating a new issue, be sure to include as much information about your issue as possible. For example, including information to identify your customer or the exact error message, when applicable, along with a detailed description of the issue will contribute to a speedy resolution.
Additionally, attaching a screenshot can be extremely beneficial in diagnosing technical issues and resolving application or report discrepancies.

Its 11091 writes... @ 2/1/2007 1:20 PM

Please send:

Jose Miralrio - 2005 Federal Tax Return to us
SSN: 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

I have the written authorization.

Anthony Rosperich writes... @ 2/1/2007 1:33 PM

Attached return .

Issue Routing

Department: Tax Support (US) Status: Closed

Person: Anthony Rosperich Priority: Normal

EXHIBIT
Blumberg No. 5208
15